

Terms and Conditions, General Information

Terms:

1% 10 Day. Net 30 Days. Minimum Invoice \$75.00

Shipping:

F.O.B. Santa Clara, California. All shipments via UPS Orange unless otherwise specified. Actual shipping rates will be invoiced.

Claims:

Although goods are considered sold and our responsibility ceases when delivery is made to the transportation company, in the event of goods being lost in transit, we will make every effort on behalf of customers to have lost goods found or to have the transportation company make proper restitution for loss.

Damage claims must be made against carrier.

Specials:

Orders for special tools, non-catalog or modified tools are accepted on a no-cancellation basis and tools are not returnable. A confirming purchase order is required before any work begins on special tools.

A 10% over and under shipment on a special is acceptable based on industry practices unless no overshipment is stated on the order when placed.

Return Policy:

No merchandise may be returned without prior authorization from the factory. Credit will not be issued for merchandise returned without a return authorization number.

All merchandise returned for credit will be subject to a 15% restocking fee.

Errors:

Crystallume Corporation can not be held responsible for incorrect parts made with our products due to mislabeling or defects. We assume all tools used by our customers are inspected before use and that a first part inspection in customer's plant is the rule. We will replace or credit tools in those situations.

Prices:

Prices subject to change without notice.

For more information contact:



3397 De La Cruz Boulevard
Santa Clara, CA 95054
Toll Free: 800 789-4322
Phone: 408 653-1700
Fax: 408 653-1710
www.crystallume.com

Crystallume is a division of RobbJack Corporation, manufacturer of premium rotary cutting tools and experts in application technology.

ROBB JACK
CORPORATION
Manufacturers of Premium Rotary Cutting Tools

3300 Nicolaus Road
Lincoln, CA 95648
Toll Free: 800 527-8883
Phone: 916 645-6045
Fax: 916 645-0146
www.robbjack.com


Crystallume
ENGINEERED PVD COATINGS

3300 Nicolaus Road
Lincoln, CA 95648
Toll Free: 866 783-9700
Phone: 916 645-3560
Fax: 916 645-0146
www.crystallumepvd.com